



## Update on DC Housing Finance Agency Operating Status during COVID-19 Emergency

### What is our operating status?

Along with the rest of District government, our agency remains operational. However, we have made changes to how services are being provided.

### How does this impact what we do?

- Multifamily Underwriting process and review of Single-Family Programs applications (DC Open Doors, DC4ME, HPAP, MCC and ReMIT) will be conducted online and by conference call.
- DC Open Doors and DC4MEplus Interest rates will continue to be posted online and social media daily.
- Board of Director meetings will be conducted by conference call.
- DC Open Doors Homebuyers Informational Sessions Seminars have been suspended. DC Open Doors lenders are conducting webinars.

### How does this impact our physical locations?

- **DCHFA's headquarters** at 815 Florida Ave NW is closed for the duration of the public health emergency.

### What else are we offering to meet your needs?

- **N/A**

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections by teleworking while the building receives a deep cleaning. Upon the agency's reopening employees will take precautions in the workplace like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

### Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-777-1600 or [info@dchfa.org](mailto:info@dchfa.org). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).